

LifeLine contacts received and closed by CAB during the month of Oct-2019

Data queried on: 11/12/2019

Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB														
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Received and closed'	162	52	133	154	153	148	175	128	131	98	199	301	165	130
LifeLine Appeals Subcategories														
LL Consumer Did Not Return Form	3	0	5	5	8	2	4	4	2	1	7	20	8	7
LL Documents Not Provided/Does Not Meet Guidelines	1	0	0	2	2	1	0	1	1	0	4	1	2	3
LL Form Complexity	14	0	8	21	15	9	11	15	15	13	20	24	17	24
LL IDV Identity Verification	9	0	10	10	12	10	7	6	32	10	50	108	39	15
LL Initials Missing	0	0	0	1	3	0	2	0	0	0	1	1	0	0
LL No Carrier Authority	0	0	0	0	0	0	0	2	0	0	0	3	1	0
LL Nondeliverable	1	1	1	1	0	0	1	0	2	0	1	1	1	1
LL Policy/Practices	69	2	58	76	57	66	89	65	51	43	77	106	68	50
LL Privacy	0	0	0	0	0	0	1	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	0	0	0	1	0	0	0	0	0	0	1	0	0
LL SSN/DOB/Tribal ID Not Provided	0	0	1	0	4	2	3	2	0	0	5	4	2	0
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Appeals	97	3	83	116	102	90	118	95	103	67	165	269	138	100
LifeLine Billing Subcategories														
LLB Address Error	5	1	5	1	2	1	6	1	2	3	2	2	1	0
LLB Application Request	8	7	9	3	3	8	3	11	2	9	4	3	2	3
LLB Approved for Discount	11	11	10	5	12	12	8	5	5	4	13	5	12	11
LLB Discount Switched to Other Carrier	11	13	10	10	18	15	17	1	4	5	3	5	5	6
LLB Federal Program/Equipment	30	17	16	19	16	22	23	15	15	10	12	17	7	10
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	65	49	50	38	51	58	57	33	28	31	34	32	27	30

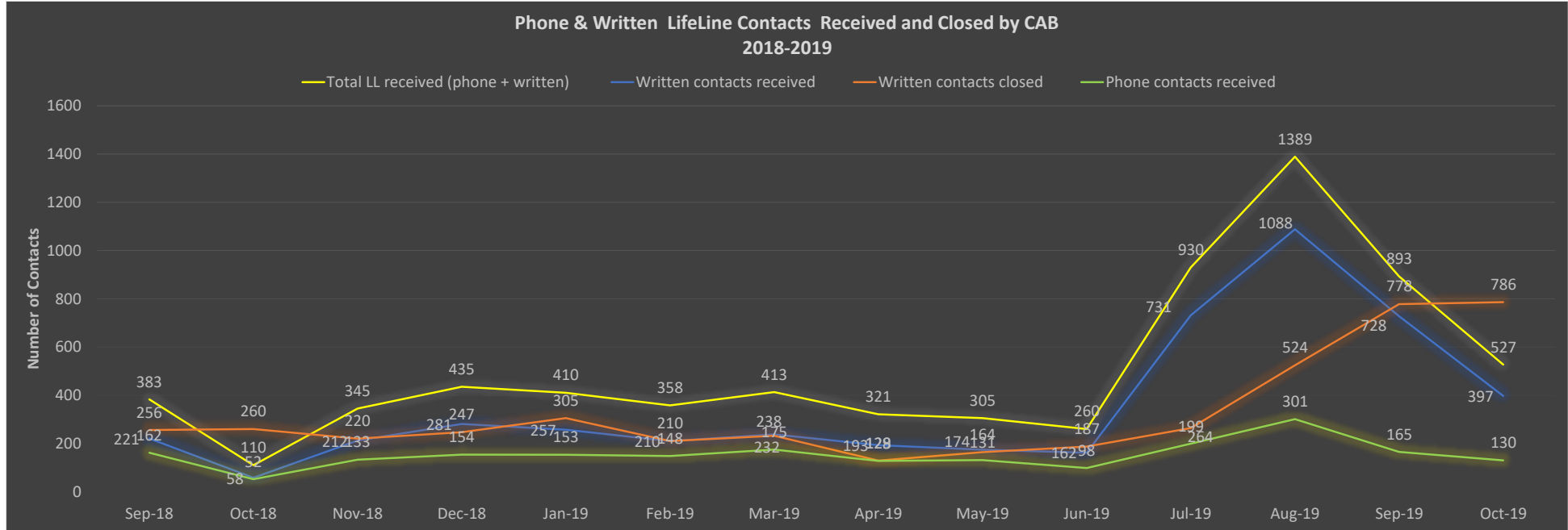
Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Received														
LL Appeals (Landline & Wireless) Received	121	31	128	181	157	104	123	82	70	60	428	267	361	181
LL Billing Received	73	16	39	46	49	49	84	56	46	44	89	65	60	45
LL Complaints Received	3	1	3	6	6	7	7	11	5	1	4	9	5	3
LL Inquiries Received	23	2	25	22	21	22	12	16	17	4	46	28	55	9
LL Assignment Pending	1	8	17	26	24	28	12	28	36	53	164	719	247	159
Total Written Contacts Received	221	58	212	281	257	210	238	193	174	162	731	1088	728	397
Closed														
LifeLine Appeals Closed	140	176	131	167	218	143	142	28	70	98	162	413	658	606
Landline Appeals	94	92	77	101	146	91	94	21	43	72	122	332	587	522
Wireless Appeals	46	84	54	66	72	52	48	7	27	26	40	81	71	84
LL Billing Closed	84	63	60	45	56	37	75	74	66	56	73	54	28	109
LL Complaints Closed	5	1	2	2	4	8	3	6	2	6	2	1	5	2
LL Inquiries Closed	25	20	26	31	27	21	12	20	21	27	26	56	82	68
LL Unknown ² Closed	2	0	1	2	0	1	0	1	5	0	1	0	5	1
Total Written Contacts Closed	256	260	220	247	305	210	232	129	164	187	264	524	778	786

Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	October		
LifeLine Appeals (Landline & Wireless)															Denial Overturned ³	Denial Upheld ³	
LL Customer Did Not Return Form	34	53	32	43	49	38	38	6	22	11	15	52	39	52	26	26	
LL Documents Not Provided/Does Not Meet Guidelines	17	18	12	18	22	13	15	4	9	14	16	23	30	54	46	4	
LL Form Complexity	4	4	8	8	8	2	5	2	7	10	4	7	14	13	8	3	
LL IDV Identity Verification	62	63	57	70	100	73	61	12	27	52	118	302	557	457	376	25	
LL Initials Missing	9	10	8	12	14	5	12	2	0	3	3	9	4	8	4	4	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	0	1	0	0	0	0	0	0	0	1	0	3	1	2	
LL Policy/Practices	3	3	0	2	4	1	0	0	1	3	2	11	8	14	0	14	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	1	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	
LL Signature/Printed Name Does Not Match/Missing	4	6	6	5	7	5	0	0	1	2	3	4	4	4	2	2	
LL SSN/DOB/Tribal ID Not Provided	6	18	8	7	14	5	11	2	2	3	1	4	2	1	0	1	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	140	176	131	167	218	143	142	28	70	98	162	413	658	606			
LifeLine Billing															Service Provider Type		
															VoIP	Wireless	Wireline
LLB Address Error	3	1	7	1	2	1	4	6	3	0	3	2	3	7	0	3	4
LLB Application Request	49	35	19	23	23	21	37	39	40	28	35	29	9	69	0	25	44
LLB Approved for Discount	11	7	6	10	9	3	6	9	9	11	12	11	9	18	0	4	14
LLB Discount Switched to Other Carrier	5	8	14	5	9	3	7	9	5	4	4	1	0	5	0	1	4
LLB Federal Program/Equipment	16	11	14	6	13	9	21	11	9	13	18	11	7	10	0	10	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	84	62	60	45	56	37	75	74	66	56	72	54	28	109			

LifeLine Consumer Contacts Received and Closed by CAB - 13-month trend



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Phone contacts received	162	52	133	154	153	148	175	128	131	98	199	301	165	130
Written contacts received	221	58	212	281	257	210	238	193	174	162	731	1088	728	397
Total LL received (phone + written)	383	110	345	435	410	358	413	321	305	260	930	1389	893	527
Written contacts closed	256	260	220	247	305	210	232	129	164	187	264	524	778	786